

Department of Social and Health Services  
 Children's Administration  
 Office of Constituent Relations  
 PO Box 45740  
 Olympia, WA 98504-5740

## the office of the family and children's ombudsman

Anyone may contact the Office of the Family and Children's Ombudsman when they have a complaint or are unable to solve a problem with the Children's Administration. The Ombudsman's Office is independent of the Children's Administration and of DSHS. They can help resolve problems associated with actions taken by Children's Administration. The Ombudsman's Office can be reached by calling: 1-800-571-7321 or (206) 439-3870 or (206) 439-3789 TDD.

## nondiscrimination policy

It is the policy of the Children's

Administration that no person shall be subjected to discrimination, excluded from participation, or denied the benefits of any of its programs or activities, or that of its contractors, on the basis of race, color, national origin, creed, religion, sex, marital status, age disability, or the use of a trained guide dog or service dog by a person with a disability. Reasonable accommodations for people with disabilities, including interpreters, and materials in alternative format, will be provided upon request.



## Clients who believe they have been discriminated against by the Children's Administration may file a complaint with any of the following agencies:

Office for Civil Rights, United States Department of Health and Human Services:  
 1-800-362-1710 • (206) 615-2296 TDD.

Washington State Human Rights Commission:  
 1-800-605-7324 Seattle • 1-800-233-3247 Olympia • 1-800-662-2755 Yakima

United States Department of Justice, Civil Rights Division, Disability Rights Section:  
 PO Box 66738 • Washington, DC 20035-6738

Division of Access and Equity, Washington State Department of Social and Health Services:  
 1-800-521-8060 • 1-800-521-8061 TDD

Please talk with your local office before calling one of the regional offices listed below.

Region 1 – Spokane (509) 363-3500  
 Region 2 – Yakima (509) 454-4200  
 Region 3 – Everett (425) 339-4780

Region 4 – Seattle (206) 352-2100  
 Region 5 – Tacoma (253) 593-2712  
 Region 6 – Olympia (360) 413-3400

Children's Administrations, Office of Constituent Relations • 1-800-723-4831 or (360) 902-8061  
 Office of the Family and Children's Ombudsman • 1-800-571-7321 or (206) 439-3870

Children's Administration

# Tell Us



A brochure for citizen's input

Children's Administration oversees programs which deeply impact the lives of children and families in the state of Washington. The following programs provide direct services within the Children's Administration (CA).

**1. *Division of Children and Family Services (DCFS).*** This includes Child Protective Services (CPS), Child Welfare Services (CWS), Family Reconciliation Services (FRS) and Adoption Services.



**2. *Division of Licensed Resources (DLR).*** This includes the system that licenses placement resources for children (Office of Foster Care Licensing/OFCL) and which investigates reports of abuse or neglect in licensed, certified, and state-operated care facilities (DLR/CPS). It also includes the Office of Child Care Policy (OCCP). This office licenses and monitors child care facilities.

Many times the issues that emerge while a family is involved with Child Protective Services, Licensing or Child Welfare Services can create misunderstanding and confusion.

Children's Administration wants to respond to the community, to parents/guardians, to foster and adoptive parents and to other citizens with an interest in the welfare of children. We want the process to be non-adversarial, timely, thorough and fair.

the assistant secretary's  
office of constituent  
relations

This office is available to provide assistance to anyone who is involved in resolving a complaint with the Children's Administration. The phone number is 1-800-723-4831.

## DCFS

## *Social Worker*



## ***Social Worker Supervisor***



## Area Administrator



## Regional Administrator

DLR/OCCP/OFCL

***Licensors***



## *Licensor Supervisor*



## Regional Manager

DLR/CPS

Investigator



Investigator Supervisor



## Section Manager

I would like to tell you about the following compliments regarding Children's Administration Services:

[illegible]

I have had contact with the following Children's Administration staff:

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Staff

City \_\_\_\_\_

I can be reached at:

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Name \_\_\_\_\_

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Street Address

City/State/Zip

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Phone (Work)

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Phone (Home)

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Other message phone